

Smart Traveler Enrollment Program (STEP)

Stay Informed. Stay Connected. Stay Safe

The public website of STEP (formerly known as IBRS) is where U.S. citizens can enroll their trips and receive the latest travel updates of country visited and be contacted by U.S Embassies and consulates around the world during emergencies. You can access the website directly at http://travel.state.gov/travel/tips/registration/registration_4789.html

1. Creating an account

Step	Action
1	Go to the Welcome screen of STEP
2	Click on the Create Account link.
3	From the Create Account screen, select the Individual Account or Organization Account
4	Enter your desired user ID, password, and security question in the Start Screen.
5	Click the Next button.
6	Enter your personal information to be stored in your account in the Personal Information screen.
7	Click the Next button.
8	Enter your passport information to be stored in your account in the Passport Info page.
9	Click the Next button.
10	Enter the information for an emergency contact on the Contacts Screen. *Provide contacts who are not traveling with you
11	Click the Next button.
12	Select the level of waiver desired for the Privacy Act.
13	Click the Next button.
14	Review the information provided about your account on the Confirm screen.
15	Is the information provided correct? <ul style="list-style-type: none">• If yes, click the Finish button• If no, click the Previous button to edit information already provided.

NOTE: Due to security measures, if you have forgotten your security question, you will not be able to sign in into your STEP profile. If this is the case, you must create a NEW account using a NEW USER ID.

Your Account has been created.

2. Add a trip

To begin the process of creating a trip itinerary or overseas residence to your account, click on the **Add a Trip** button or the **Add a Non-US Residence** button on the Profile Information screen.

Step	Action
1	Log into the STEP website using your user ID and password. <u>Note:</u> STEP also allows users to create a trip without creating an account. Select the Add Trip link on the home page menu to add a travel itinerary without creating a user account.
2	From the Profile information screen, click on the Add a Trip button.
3	The Start page will appear.
4	Click the Next button.
5	Enter your itinerary information on the Itinerary screen
6	Click the Next button to continue.
7	Do you have any additional travelers with you? <ul style="list-style-type: none">• If yes, complete the personal information for the additional traveler in the Additional Travelers screen• If no, leave all fields on this screen blank.
8	Click the Next button to continue.
9	Would you like to sign up for any DoS emails regarding your travel destination? <ul style="list-style-type: none">• If yes, complete the email address and country information on the Email List screenIf no, leave this page blank.
10	Click the Next button to continue.
11	Review the information provided about your account on the Confirm screen
12	Is the information provided correct? <ul style="list-style-type: none">• If yes, click the Finish button• If no, click the Previous button to edit information already provided.

4) Password Recovery

If the user has forgotten their password that they set upon account creation, they may request a temporary password to be sent to them if they have provided a primary email address.

Step	Action
1	Navigate to the STEP home page.
2	Click the Forgot Password link.
3	Enter your User ID in the field provided.
4	Click the Continue button.
5	The system will display your security question.
6	Enter the answer to the security question.
7	Click the answer to the security question.
8	The system will display a success message, and email a temporary password to your primary email address.
9	Retrieve and copy the temporary password sent to your email address.
10	Navigate to the STEP home page.
11	Log into the website using your User ID and temporary password.
12	The system will display the Change Password page.
13	Change your password from the temporary password to something you will remember.
14	The system will display the Profile Information page.

5) Forgot User ID

If the user has forgotten their User ID that they selected upon account creation, they may retrieve it if they have provided a primary email address.

Note: This feature will not work for Organizational user accounts, as they do not provide a Date of Birth for the Organization upon account creation.

Step	Action
1	Navigate to the STEP home page.
2	Click the Forgot User ID link.
3	The system will display the Forgot User ID wizard.
4	Enter your primary email address and date of birth in the fields provided.
5	Click the Submit button.
6	The system will display a success message if the primary email address and date of birth match an existing account.
7	The system will email the lost User ID to the users' primary email address.

If there are further questions regarding your STEP account please contact CAIBRS@state.gov found in the “Contact Us” link in the website. If you are unable to create an account please send your contact information to AbjAmcit@state.gov and we would happily assist you.